Appl. No. 10/772,483
Amdt. dated October 9, 2007
Reply to Office Action of July 6, 2007

<div align="center">Remarks</div>

The present amendment responds to the Official Action dated July 6, 2007. The Official

Action objected to the drawings. The Official Action objected to the Specification. The Official

Action rejected claims 1-7 and 10-13 under U.S.C. 102(e) based on Cohen U.S. Patent No.

6,560,576 (Cohen). The Official Action rejected claims 8, 9, and 14-16 under 35 U.S.C. 103(a)

based on Ehlen U.S. Publication No. 2004/0006480 (Ehlen) in view of Cohen. A corrected

drawing sheet is enclosed herewith to address the drawing objection. The specification has been

amended to address the objection thereto. Claims 1 and 10 have been amended to be more clear

and distinct. Claims 1-16 are presently pending.

The Objection to the Drawings

The Official Action objected to the drawings on the ground that Fig. 1 lacks the reference

numeral 100 referred to in the specification. A corrected drawing sheet is enclosed herewith.

Therefore, the objection to the drawings has been overcome and should be withdrawn.

The Objection to the Specification

The Official Action objected to the specification based the absence of the serial number

of a co-pending application referred to in the specification. The specification has been amended

to supply the serial number. With the present Amendment, this objection has now been

overcome and should be withdrawn.

The Art Rejections

All of the claims were rejected based on Cohen, alone or in combination with Ehlen. As

addressed in greater detail below, Cohen and Ehlen do not support the Official Action's reading

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of them and the rejections based thereupon should be reconsidered and withdrawn. Further, the

Applicants do not acquiesce in the analysis of Cohen and Ehlen made by the Official Action and

respectfully traverse the Official Action's analysis underlying its rejections.

The Official Action rejected claims 1-7 and 10-13 under 35 U.S.C. 102(e) based on

Cohen. In light of the present amendment to claims 1 and 10, this ground of rejection is

respectfully traversed.

Claim 1, as amended, addresses a help application for noting erroneous and unrecognized

user inputs and selecting a help prompt for presentation to a user upon receipt of an unrecognized

or erroneous input, the help application being operative to identify an experience level of a user

and select a help prompt appropriate to the user's experience level, the help application being

able to use information identifying the user's experience level to favor the performance of

alternative actions to presentation of unabbreviated prompts for functions in which the user has a

higher experience level.

The limitations of claim 1 in the claimed combination are not taught and are not made

obvious by Cohen. Cohen teaches the selection of introductory help prompts as a user is learning

to use a system, with help prompts being selected to present information about different features

of the system as the user gains experience. Cohen does not address help prompts as a response to

user errors and unrecognized inputs, and selects new and helpful features as a user gains

experience, rather than favoring alternatives to unabbreviated prompts for functions in which

users are experienced, as provided for by the present invention.

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Favoring alternatives to unabbreviated prompts allows for more abbreviated or

unobtrusive prompts, for a tendency to presume that an erroneous input related to a function in

which the user was relatively inexperienced, or to inhibit presentation of a help prompt in the

case of an unrecognized input from an experienced user. Claim 1, as amended, therefore defines

over the cited art and should be allowed.

Claim 10, as amended, similarly addresses selecting a help prompt appropriate for the

user experience level for a function, with selection of an appropriate help prompt including using

information identifying the user's experience level to favor the performance of alternative actions

to selection of an unabbreviated prompt for functions in which the user has a relatively high

experience level. As noted above with respect to claim 1, these features are not taught and are

not made obvious by Cohen. Claim 10, as amended, therefore defines over the cited art and

should be allowed.

The Official rejected claims 8, 9, and 14-16 under 35 U.S.C. 103(a) based on Ehlen in

view of Cohen. Claims 8 and 9 are dependent claims having claim 1 as a base claim and claims

14-17 are dependent claims having claim 10 as a base claim. Because claims 1 and 10 have been

shown to be allowable, claims 8, 9, and 14-16 should also be allowed. Ehlen addresses

presentation of help prompts in response to recognition failures and bases decisions relating to

the presentation of help prompts on the number of recognition failures, but does not address the

use of user experience information, and Cohen does not employ user experience information to

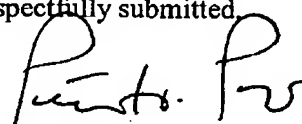favor the performance of alternative actions to selection of an unabbreviated prompt for features

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in which a user has a relatively high experience level. The combination of Ehlen and Cohen does

not teach and does not make obvious the invention as claimed.

Conclusion

All of the presently pending claims, as amended, appearing to define over the applied

references, withdrawal of the present rejection and prompt allowance are requested.

Respectfully submitted,

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ANNOTATED SHEET

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PETER H. PRIEST (919-806-1600)

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FIG. 1